

Atty. Docket No. 696.005

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

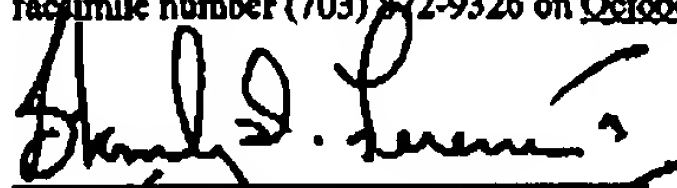
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OCT 26 2004

In re Application of : Srinivasan et al.
Serial No. : 09/804,728 Examiner : Y. Retta
Filed : March 13, 2001 Art Unit : 3622
For : METHOD AND APPARATUS FOR INTERNET
CUSTOMER RETENTION

October 26, 2004

PETITION AND FEE FOR EXTENSION OF TIME
PURSUANT TO 37 C.F.R. § 1.136(a)

I hereby certify that this correspondence and any documents referred to as enclosed
therewith are being transmitted by facsimile to the Commissioner for Patents on
facsimile number (703) 872-9326 on October 26, 2004.


Stanley D. Ference III
Reg. No. 33,879

October 26, 2004
Date of Signature

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Sir:

Applicants hereby petition for an extension of time for a total period of three (3)
months through and including October 26, 2004 to respond to the Office Action mailed
on April 26, 2004. If an additional extension of time is required to insure that this paper
is timely filed, please consider this a petition therefor.

The Response for which this extension is requested is filed herewith.

10/27/2004 AWONDAF1 00000200 09804728

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Atty. Docket No. CH-1999-0004US1
(590.016)

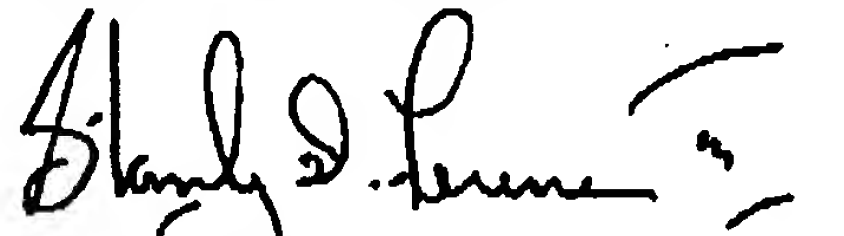
Applicant is a small entity and the extension fee required under 37 C.F.R. §

1.17(a)-(d) is calculated below:

	large entity	small entity
() one month	\$110	\$55
() two months	\$430	\$215
(X) three months	\$980	\$490
() four months	\$1,530	\$765
() five months	\$2,080	\$1,040

Attached hereto is a completed Credit Card Payment Form. Please charge the credit card identified thereon in the amount of \$490.00 to cover the extension of time fee for three (3) months (small entity). In the event of non-payment or improper payment of a required fee, the Commissioner is authorized to charge or credit the credit card identified on the attached Credit Card Payment Form as required to correct the error.

Respectfully submitted,



Stanley D. Ference III
Registration No. 33,879

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Customer Number 35195
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